

## THE WORLD BANK ENTERPRISE SURVEY

*Central African Republic (CAR) Manufacturing Module (2023)*

**FIELDWORK SUPERVISORS AND MANAGEMENT ARE RESPONSIBLE FOR THE ACCURACY OF THIS SECTION.**

### INFORMATION ACQUIRED PRIOR TO SCREENING:

<b>Sampling Information [CODES FROM WBG PROGRESS REPORT]</b>	
Sampling sector	<b>a4a</b>
Sampling size	<b>a6a</b>
Sampling location	<b>a2</b>
Frame level	<b>a1c</b>

### A. COVER [TO BE COMPLETED FROM SCREENER BEFORE INTERVIEW]

<b>Screener Information</b>	
Screener sector	<b>a4b_v4</b>
Module	<b>a0</b>
Screener region	<b>a3a</b>
Name of City/town/village	<b>a3x</b>
Screener size	<b>a6c</b>
Multi-establishment firm	<b>a7</b>
Panel	<b>panel</b>
Language	<b>a1a</b>

**CAPI QUESTIONS BEGIN HERE****A. CONTROL INFORMATION TO BE COMPLETED AT THE TIME OF THE INTERVIEW****INFORMATION AUTOMATICALLY GENERATED**

<b>GPS COORDINATES</b>	Degrees North (Latitude)	<b>lat</b>
	Degrees East (Longitude)	<b>lon</b>

**A.14 Time face-to-face interview begins:**

<b>Day (dd)</b>	<b>Month (mm)</b>	<b>Year (yyyy)</b>	<b>Hour (00 to 23)</b>	<b>Minutes (00 to 59)</b>
<b>a14d</b>	<b>a14m</b>	<b>a14y</b>	<b>a14h</b>	<b>a14min</b>

**INTERVIEW BEGINS HERE****READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING.**

The goal of this survey is to gather information and opinions about the business environment in **CAR**. The information gathered here will help to develop new policies and programs that enhance employment and economic growth.

The information and opinions you provide will be anonymized. Neither your name nor the name of your business will be used in any document based on this survey.

<b>IC.1</b>	Respondent understands the purpose of the Enterprise Survey, the COVID-19 protocols, and the protocols regarding personal data as described in the Informed Consent document AND the respondent provides consent?
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Yes	1
No	2

**ic1****A. CONTROL INFORMATION**

<b>A.20</b>	For this establishment, on which calendar date did the last completed fiscal year end?
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<b>Year</b>	<b>Month</b>	<b>Day</b>
<b>a20y</b>	<b>a20m</b>	<b>a20d</b>

**B. GENERAL INFORMATION**

**READ OUT THE FOLLOWING INTRODUCTORY SENTENCE ONLY IF A7 = 1 (yes):**

**The first few questions apply to the firm which this establishment is part of.**

**B.1**

What is this firm's current legal status?

**SHOW CARD 1 [NOTE FOR IMPLEMENTATION: THE OPTIONS USED IN EACH COUNTRY SHOULD REFLECT LOCAL CONDITIONS AND BE RECODED INTO THE CATEGORIES BELOW]**

Shareholding company with shares traded in the stock market	1
Shareholding company with non-traded shares or shares traded privately	2
Sole proprietorship	3
Partnership	4
Limited partnership	5
<b>OTHER (SPONTANEOUS-SPECIFY) <u>  b1x  </u></b>	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO B.3a**

**b1**

**INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP), ENTER 100% FOR QUESTION b3.**

**B.3**

What percentage of this firm does the largest owner or owners own?

	Percent
Percentage held by largest owner or owners	<b>b3</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**B.3a**

Is the largest owner also the Top Manager?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b3a**

<b>B.2</b>	What percentage of this firm is owned by each of the following? <b>SHOW CARD 2</b>
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	Percent	DON'T KNOW (SPONTANEOUS)
Private domestic individuals, companies or organizations	<b>b2a</b> %	-9
Private foreign individuals, companies or organizations	<b>b2b</b> %	-9
Government or State	<b>b2c</b> %	-9
Other	<b>b2d</b> %	-9
	100%	

**IF 100% END  
INTERVIEW**

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%  
UNLESS RESPONDENT DOES NOT KNOW**

<b>B.4</b>	Amongst the owners of the firm, are there any females?
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Yes	1	
No	2	<b>GO TO B.5</b>
DON'T KNOW (SPONTANEOUS)	-9	<b>GO TO B.5</b>

**b4**

**INTERVIEWER: PLEASE NOTE WHEN b1 IS 3 (SOLE PROPRIETORSHIP) and b4 is 1 (FIRM HAS A FEMALE OWNER), ENTER 100% FOR QUESTION b4a.**

<b>B.4a</b>	What percentage is owned by females?
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	Percent
Percentage of female ownership	<b>b4a%</b>
DON'T KNOW (SPONTANEOUS)	-9

**READ ONLY IF A7=1 (yes)**

**I want to proceed by asking you about this establishment only.**

<b>B.5</b>	In what year did this establishment begin operations?
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	Year
Year establishment began operations	<b>b5</b>
DON'T KNOW (SPONTANEOUS)	-9

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

<b>B.6</b>	How many full-time workers did this establishment have when it started operations? Please include all workers and managers. <b>INTERVIEWER: INCLUDE RESPONDENT WHEN APPLICABLE</b>
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	Number
Full-time workers at start-up	<b>b6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>B.6b</b>	In what year was this establishment formally registered?
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	Year
Year establishment formally registered	<b>b6b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>NEVER REGISTERED (SPONTANEOUS)</b>	<b>-7</b>

**TERMINATE**

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

<b>B.7</b>	How many years of experience working in this sector does the Top Manager have?
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	Years
Manager's experience in sector	<b>b7</b>
<b>LESS THAN ONE YEAR</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>B.7a</b>	Is the Top Manager female?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**b7a**

<b>B.8</b>	Does this establishment have an internationally recognized quality certification? <b>INTERVIEWER: SOME EXAMPLES ARE ISO 9000 or 14000, or HACCP</b>
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Yes	1
No	2
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO CARB.1**

**GO TO CARB.1**

**b8**

<b>B.8x</b>	Please specify the internationally recognized quality certifications.
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Specify certifications	<b>b8x</b>
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<b>CARB.1</b>	Currently, is this establishment a member of or part of any organized association such as a market association, a professional association, Chamber of Commerce, Industry association?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO C.3**

**CARb1**

<b>CARB.2</b>	Does this establishment pay dues or fees to any of these organized associations?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**CARb2**

<b>CARB.3</b>	What is the <b>main</b> benefit that this establishment gains from participating in this association? <b>SHOW CARD CAR1</b>
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Receive training	1
Information on markets for the products or services	2
Information on markets for inputs, raw materials, supplies, and merchandise for resale	3
Better access to financing or loans	4
The association negotiates better with national and local government authorities	5
Other	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**CARb3**

**C. INFRASTRUCTURE AND SERVICES****READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:****Now, we turn to the establishment's operations****C.3** Over the last two years, did this establishment apply to obtain an electrical connection?

Yes	1	
No	2	<b>GO TO C.6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO C.6</b>
		<b>c3</b>

**C.4** In reference to that application, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

	Days
Wait for electrical connection	<b>c4</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**C.5** In reference to that application, was an informal gift or payment expected or requested?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>	<b>c5</b>

**C.31** What was the total cost to obtain that electrical connection, including application, permitting, inspection fees, and all external connection works, excluding internal wiring and connections?

	LCU
Cost of electrical connection	<b>c31</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**C.32** In a typical month, how many kilowatt hours (kWh) of electricity does this establishment consume? Please refer to a recent utility bill that represents a typical month of operations.

	kWh
kWh of electricity consumed	<b>c32</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**C.6** Over fiscal year **[Insert last complete fiscal year]**, did this establishment experience power outages (outages that do not affect production are not included)?

Yes	1	<i>GO TO C.10</i> <i>GO TO C.10</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**c6**

**C.7** In a typical month, how many power outages did this establishment experience?

	Number	
Number of power outages in a typical month	<b>c7</b>	<i>IF 0, GO TO C.9</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO C.9</i>

**C.8** How long did these power outages last on average?

	Hours	Minutes
Average duration of power outages	<b>c8a</b>	<b>c8b</b>
<b>LESS THAN ONE MINUTE</b>		<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>-9</b>

**C.9** Please estimate the losses that resulted from power outages either as a percentage of total annual sales or as total annual losses.

	Percent	OR	<b>[Insert LCUs]</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Annual losses due to power outages	<b>c9a %</b>		<b>c9b</b>	<b>-9</b>

**C.10** Over the course of fiscal year **[Insert last complete fiscal year]**, did this establishment own or share a generator?

Yes	1	<i>GO TO C.12</i> <i>GO TO C.12</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**c10**

**C.11** What percentage of this establishment's electricity came from those generators?

	Percent
Percentage electricity from generators	<b>c11 %</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>



**C.12** Over the last two years, did this establishment apply to obtain a water connection?

Yes	1	
No	2	<i>GO TO C.34</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO C.34</i>
		<b>c12</b>

**C.13** In reference to that application, approximately how many days did it take to obtain it from the day of the application to the day the service was received?

	Days
Wait for water connection	<b>c13</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**C.14** In reference to that application, was an informal gift or payment expected or requested?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSAL (SPONTANENOUS)</b>	<b>-8</b>	<b>c14</b>

**C.33** What was the total cost to obtain that water connection, including application, permitting, inspection fees, and all external connection works, excluding internal piping and connections?

	LCU
Cost of water connection	<b>c33</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**C.34** In a typical month, how much water does this establishment consume? Please refer to a recent utility bill that represents a typical month of operations.

	Number	
Amount of water consumed	<b>c34</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>GO TO C.15</i>

**SPECIFY UNITS**

Cubic meters	1	
Gallons	2	
Cubic feet	3	
<b>OTHER (SPECIFY) <u>c34bx</u></b>	<b>4</b>	<b>c34c</b>

**C.15** Over fiscal year **[Insert last complete fiscal year]**, did this establishment experience insufficient water supply for production?

Yes	1	
No	2	<b>GO TO C.22b</b>
The establishment does not use water for production	<b>-7</b>	<b>GO TO C.22b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO C.22b</b>
		<b>c15</b>

**C.16** In a typical month, how many incidents of insufficient water supply did this establishment experience?

	Number	
Number of incidents of water insufficiency in a typical month	<b>c16</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO C.22b</b>

**C.17** How long did these incidents of insufficient water supply last on average?

	Hours	
Average duration of insufficient water supply	<b>c17</b>	
<b>LESS THAN ONE HOUR</b>	<b>1</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**C.35** Please estimate the losses that resulted from insufficient water supply either as a percentage of total annual sales or as total annual losses.

	Percent	OR	<b>[Insert LCUs]</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Annual losses due to insufficient water supply	<b>c35a %</b>		<b>c35b</b>	<b>-9</b>

**C.22b** At the present time, does this establishment have its own website or social media page?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>c22b</b>

**C.36** Over the last two years, did this establishment apply to obtain a fixed broadband internet connection?

Yes	1	
No	2	<b>GO TO c39</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO c39</b>
		<b>c36</b>

**C.37** In reference to that application, approximately how many days did it take to obtain the fixed broadband connection from the day of the application to the day the service was received?

	Days
Wait for internet connection	<b>c37</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**C.38** What was the total cost to obtain that internet connection, including application and installation fees?

	[Insert LCUs]
Cost of internet connection	<b>c38</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**C.39** Over fiscal year [Insert last complete fiscal year], did this establishment experience any disruptions to its internet connection, including complete downtime and connection slowdowns? Please exclude disruptions that are directly due to power outages.

Yes	1	
No	2	<b>GO TO C.30</b>
<b>THE ESTABLISHMENT DOES NOT HAVE AN INTERNET CONNECTION</b>	<b>-7</b>	<b>GO TO C.30</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO C.30</b>
		<b>c39</b>

**C.40** In a typical month, how many hours of internet disruptions, including complete downtime and connection slowdowns, did this establishment experience that impacted business operations?

	Hours		Minutes
Duration of internet disruptions	<b>c40a</b>		
<b>LESS THAN ONE HOUR</b>	<b>0</b>	<b>IF LESS THAN 1 HOUR</b>	<b>C40b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>		<b>-9</b>

**C.41** Please estimate the losses that resulted from the internet interruptions either as a percentage of total annual sales or as total annual losses in [Insert LCUs].

	Percent	OR	[Insert LCUs]	<b>DON'T KNOW (SPONTANEOUS)</b>
Annual losses due to internet disruptions	<b>c41a %</b>		<b>C41b</b>	<b>-9</b>

**c.42**

Using the responses on the card, please indicate how difficult would it be for this establishment to switch between internet providers?

**SHOW CARD 3**

Unable to change the provider	1
With some difficulty	2
With little difficulty	3
With no difficulty at all	4
<b>THERE IS ONLY ONE AVAILABLE INTERNET PROVIDER</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**c42****C.30**Using the response options on the card; To what degree is **Electricity** an obstacle to the current operations of this establishment?**SHOW CARD 4**

						<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
						<b>-9</b>	<b>-7</b>
Electricity	<b>c30a</b>	0	1	2	3	4	

**D. SALES AND SUPPLIES****READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:****The next topic to be covered is how and where this establishment makes its sales.**

<b>D.1a1</b>	In fiscal year [Insert last complete fiscal year], what was this establishment's main activity and product, that is, the activity and product that represented the largest proportion of annual sales? <b>INTERVIEWER: PLEASE RECORD THE DESCRIPTION OF THE ACTIVITY AND PRODUCT IN DETAIL, FOR EXAMPLE, "LEATHER SHOE MANUFACTURING" NOT JUST SHOE MANUFACTURING".</b>
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	<b>d1a1a</b>	<b>DETAILED DESCRIPTION OF MAIN ACTIVITY AND PRODUCT</b>
Manufacturing of	1	<b>d1a1x</b>
Retail trade of	2	
Wholesale trade of	3	
Construction of	4	
Hotel or restaurant	5	
Provide services of	6	

**INTERVIEWER: IF D1A1A IS SERVICES SELECT (2-6), REVIEW TO ENSURE CORRECT MODULE IS BEING ASKED**

<b>D.1a3</b>	What percentage of total sales does this main activity or product represent?
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	<b>Percent</b>
Percentage of sales represented by main activity or product	<b>d1a3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PLEASE NOTE THAT THE NEXT QUESTION REFERS TO THE TOTAL SALES OF ALL PRODUCTS AND SERVICES**

<b>D.2</b>	In fiscal year [Insert last complete fiscal year], what were this establishment's total annual sales for <b>all</b> products and services?
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	<b>[Insert LCUs]</b>
"Total annual sales in fiscal year [insert last complete fiscal year]"	<b>d2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 AS FIFTY THOUSAND)**

<b>d2x</b>
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<b>CARD.1</b>	In fiscal year <b>[Insert last complete fiscal year]</b> , what percentage of total sales were conducted online (web-based platforms, social media platforms, establishment's website, smartphone app)?
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	Percent
Percentage of sales from internet transactions	<b>CARD1</b>
<b>None</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>D.2a1</b>	Looking back to fiscal year <b>[Insert last complete fiscal year minus one]</b> , what were this establishment's total annual sales for <b>all</b> products and services?
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	<b>[Insert LCUs]</b>
Total annual sales in fiscal year <b>[Insert last complete fiscal year minus one]</b>	<b>d2a1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**PLEASE ALSO WRITE OUT THE NUMBER (i.e. 50,000 AS FIFTY THOUSAND)**

<b>d2a1x</b>
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<b>N.3</b>	Looking back to fiscal year <b>[Insert last complete fiscal year minus two]</b> , what were total annual sales for this establishment?
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	<b>[Insert LCUs]</b>
Total annual sales in fiscal year <b>[Insert last complete fiscal year minus two]</b>	<b>n3</b>
<b>ESTABLISHMENT WAS NOT IN BUSINESS IN FISCAL YEAR [Insert last complete fiscal year minus two]</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>D.3</b>	Coming back to fiscal year <b>[Insert last complete fiscal year]</b> , what percentage of this establishment's sales were: <b>INTERVIEWER: SKIP PATTERNS MUST BE FOLLOWED IN THE ORDER THEY APPEAR IN THE TABLE</b> <b>SHOW CARD 5</b>
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	Percent	<b>DON'T KNOW (SPONTANEOUS)</b>	
National sales	<b>d3a</b> %	<b>-9</b>	<b>IF 100, GO TO D.31</b>
Indirect exports (sold domestically to third party that exports products)	<b>d3b</b> %	<b>-9</b>	<b>IF 100, GO TO D.31</b>
Direct exports	<b>d3c</b> %	<b>-9</b>	<b>IF 0, GO TO D.31</b>
	<b>100%</b>		

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%  
UNLESS RESPONDENT DOES NOT KNOW**

**ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALE (d1a1a is 3)**

<b>D.31</b>	In fiscal year [Insert last complete fiscal year], what was the main country of destination for this establishment's exports?
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Country	<b>d31x</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALE (d1a1a is 3)**

<b>D.32</b>	In fiscal year [Insert last complete fiscal year], when this establishment exported goods, was the main point of exit an airport, a land border crossing, seaport, or waterway?  <b>INTERVIEWER: IF MORE THAN ONE POINT OF EXIT, CHOOSE THE ONE THROUGH WHICH THE HIGHEST VALUE OF GOODS WAS EXPORTED.</b>
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Airport	1
Land border crossing	2
Seaport or waterway	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**d32**

<b>D.4</b>	In fiscal year [Insert last complete fiscal year], when this establishment exported goods directly, how many days did it take on average from the time this establishment's goods arrived at their main point of exit (e.g., port, airport) until the time these goods cleared customs?
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	Days
Average number of days to clear customs	<b>d4</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

**GO TO D.33**

<b>D.5a</b>	In reference to when this establishment exported goods directly, in clearing these goods through customs was an informal gift or payment expected or requested?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

**d5a**

**ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALER (d1a1a is 3)**

<b>D.33</b>	In fiscal year [Insert last complete fiscal year], how many days did it take on average for these directly exported goods to be released by <b>all</b> border control agencies, including clearance procedures prior to arrival at the point of exit until the release of all goods?  (Please include all clearance procedure times until the final release, including those times prior to arrival at the point of exit, not including transport time).
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	Days		Hours
Average duration to clear border control agencies	<b>d33a</b>		
<b>LESS THAN ONE DAY</b>	<b>0</b>	<b>IF LESS THAN 1 DAY</b>	<b>d33b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>		<b>-9</b>

**ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALER (d1a1a is 3)**

<b>D.34</b>	In fiscal year [Insert last complete fiscal year], as a percentage of the value of the products exported directly, what was the average cost of complying with all export requirements, including customs fees, other required payments, and payments made to customs brokers or freight forwarders, transportation freight, trade finance and insurance services? Please use the incoterm FCA.
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	Percent
FCA Costs to comply with export requirements	<b>d34</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALER (d1a1a is 3)**

<b>D.35</b>	Were any of the goods directly exported ordered through electronic means and shipped by mail parcel or courier service? Please consider only consignments valued below the de minimis threshold of the destination country.
-------------	---

Yes	1	
No	2	<b>GO TO D.8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO D.8</b>
		<b>d35</b>

**ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALER (d1a1a is 3)**

<b>D.36</b>	What was the average amount of time from the moment when the goods were ready to be picked up by the postal or courier service until they were delivered?
-------------	---

	Days		Hours
Average duration to ship digital exports	<b>d36a</b>		
<b>LESS THAN ONE DAY</b>	<b>0</b>	<b>IF LESS THAN 1 DAY</b>	<b>d36b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>		<b>-9</b>



**ASK IF MANUFACTURING (d1a1a is 1) OR A WHOLESALE (d1a1a is 3)**

<b>D.37</b>	As a share of the total value of the exported goods shipped by mail parcel or courier service, what was the average cost to comply with the requirements of border control agencies, logistics, and handling? Please exclude any domestic or international taxes. Please use the incoterm DAP.
-------------	--

	Percent
Average cost of digital exports	<b>D37</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>D.8</b>	In which year did this establishment first export directly or indirectly?
------------	---

	Year
Began exporting directly or indirectly	<b>d8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

<b>D.10</b>	In fiscal year <b>[Insert last complete fiscal year]</b> , what percentage of the value of products this establishment shipped to supply domestic markets was lost while in transit because of each of the following: <b>INTERVIEWER: READ EACH CATEGORY</b>
-------------	---

	Percent	NO LOSSES	DON'T KNOW (SPONTANEOUS)	NO INTERNAL SHIPMENTS MADE (DOES NOT APPLY)
Theft?	<b>d10</b> %	<b>0</b>	<b>-9</b>	<b>-7</b>
Breakage or spoilage?	<b>d11</b> %	<b>0</b>	<b>-9</b>	<b>-7</b>

<b>CARD.2</b>	In fiscal year <b>[Insert last complete fiscal year]</b> , what percentage of the total purchase of inputs, raw materials and merchandise for resale were conducted online (web-based platforms, social media platforms, establishment's website, smartphone app)?
---------------	--

	Percent
Percentage of purchases conducted online	<b>CARD2</b>
<b>None</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>D.12</b>	In fiscal year <b>[Insert last complete fiscal year]</b> , what percentage of this establishment's purchases of material inputs or supplies were: <b>SHOW CARD 6</b>
-------------	---

	Percent	DON'T KNOW (SPONTANEOUS)
Of domestic origin	<b>d12a</b> %	<b>-9</b>
Of foreign origin	<b>d12b</b> %	<b>-9</b>
	<b>100%</b>	

**IF 0, GO TO D.30**

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%  
UNLESS RESPONDENT DOES NOT KNOW**

**D.13** Were any of those material inputs or supplies imported directly?

Yes	1	
No	2	<b>GO TO D.30</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO D.30</b>
		<b>d13</b>

**D.38** In fiscal year **[Insert last complete fiscal year]**, what was the main country of origin for this establishment's direct imports of material inputs or supplies **[or finished goods and materials purchased to resell]**?

Country	<b>d38x</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**D.39** In fiscal year **[Insert last complete fiscal year]**, when this establishment imported material inputs or supplies **[or finished goods and materials purchased to resell]**, was the main point of entry an airport, a land border crossing, or a seaport or waterway?

**INTERVIEWER: IF MORE THAN ONE POINT OF ENTRY, CHOOSE THE ONE THROUGH WHICH THE HIGHEST VALUE OF GOODS WAS IMPORTED.**

Airport	1	
Land border crossing	2	
Seaport or waterway	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>d39</b>

**D.14** When this establishment imported these material inputs or supplies, how many days did it take on average from the time these goods arrived at their point of entry (e.g. port, airport) until the time these goods could be claimed from customs?

	Days	
Average number of days to clear customs	<b>d14a</b>	
<b>LESS THAN ONE DAY</b>	<b>1 d14b</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>	<b>GO TO D.30</b>

**D.15a**

In claiming these goods from customs was an informal gift or payment expected or requested?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

**d15a****D.40**

In fiscal year **[Insert last complete fiscal year]**, how long did it take on average for these directly imported material inputs and supplies **[or finished goods and materials purchased to resell]** to be released by **all** border control agencies, including clearance procedures prior to arrival at the point of entry until all material inputs and supplies were released?

(Please include all clearance procedure times until the release, including those times prior to arrival at the point of entry).

	Days		Hours
Average duration to clear border control agencies	<b>d40a</b>		
<b>LESS THAN ONE DAY</b>	<b>0</b>	<b>IF LESS THAN 1 DAY</b>	<b>d40b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>		<b>-9</b>

**D.41**

In fiscal year **[Insert last complete fiscal year]**, as a percentage of the value of the products directly imported, what was the average cost to comply with all import requirements, including customs fees, other required payments, and payments made to customs brokers or freight forwarders? Please use the incoterm DAP.

	Percent
DAP Costs to comply with import requirements	<b>d41</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**D.30**

Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment?

**INTERVIEWER: READ OUT OPTIONS**  
**SHOW CARD 7**

		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) <b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Transport <b>d30a</b>		0	1	2	3	4	<b>-9</b>	<b>-7</b>
Customs and trade regulations <b>d30b</b>		0	1	2	3	4	<b>-9</b>	<b>-7</b>

## O. COMMERCIAL DISPUTES

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

**I would like to ask you a few questions about commercial disputes of this establishment.**

**O.1** In the last three years, has this establishment had any commercial dispute, that is a failure of any party to meet the terms or expectations of an agreement, including a contract, or a business relationship?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO O.3**

**GO TO O.3**

**o1**

**O.2** Did this establishment use courts, arbitration, mediation, or conciliation to resolve or attempt to resolve its commercial disputes?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**o2**

**O.3** Using the scale on the card, please indicate to what extent you agree with the following statements in relation **to commercial disputes**.

**INTERVIEWER: READ OUT OPTIONS  
SHOW CARD 8**

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	(SPONTANEOUS)	
					DOES NOT APPLY	DON'T KNOW
<b>Arbitration</b> is a reliable alternative to courts for resolving commercial disputes <b>o3a</b>	1	2	3	4	<b>-7</b>	<b>-9</b>
<b>Mediation or conciliation</b> is a reliable alternative to courts for resolving commercial disputes <b>o3b</b>	1	2	3	4	<b>-7</b>	<b>-9</b>

**R. MANAGEMENT PRACTICES****PLEASE READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

And now I would like to ask you about management practices in this establishment over fiscal year **[Insert last complete fiscal year]**

**R.1** Over fiscal year **[Insert last complete fiscal year]**, What best describes what happened at this establishment when a problem in the production process arose?  
**SHOW CARD 9**

**INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO PROBLEMS IN THE PRODUCTION PROCESS IN THE LAST COMPLETE FISCAL YEAR**

We fixed it but did not take further action	1
We fixed it and took action to make sure it did not happen again	2
We fixed it and took action to make sure that it did not happen again, and had a continuous improvement process to anticipate problems like these in advance	3
No action was taken	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

**r1**

**R.2** Over fiscal year **[Insert last complete fiscal year]**, did this establishment monitor any performance indicators?

Yes	1	
No	2	<b>GO TO R.4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO R.4</b>

**r2**

**R.3** How many performance indicators were monitored?  
**INTERVIEWER: READ OUT**

1-2 indicators	1
3-9 indicators	2
10 or more indicators	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**r3**

**R.4** Over fiscal year **[Insert last complete fiscal year]**, did this establishment have production targets? Examples of production targets are production volume, quality, efficiency, waste, or on-time delivery.

Yes	1	
No	2	<b>GO TO R.8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO R.8</b>

**r4**

<b>R.5</b>	Over fiscal year <b>[Insert last complete fiscal year]</b> , What best describes the time frame of those production targets? <b>SHOW CARD 10</b>
------------	---

Main focus was on short term, less than one year	1
Main focus was on long term, one year or more	2
Combination of short-term and long-term targets	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**r5**

<b>R.6</b>	How easy or difficult was it for this establishment to achieve those production targets overall? <b>SHOW CARD 11</b>
------------	---

Achieved without much effort	1
Achieved with some effort	2
Achieved with normal amount of effort	3
Achieved with more than normal effort	4
Only achieved with extraordinary effort	5
Targets were not achieved	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**r6**

<b>R.7</b>	Who was aware of the production targets at this establishment? <b>SHOW CARD 12</b>
------------	---

Only senior managers	1
Most managers and some production workers	2
Most managers and most production workers	3
All managers and most production workers	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**r7**

<b>R.8</b>	Over fiscal year <b>[Insert last complete fiscal year]</b> , did this establishment have performance bonuses for managers?
------------	--

Yes	1	
No	2	<b>GO TO R.10</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO R.10</b>
		<b>r8</b>

<b>R.9</b>	What were those managers' performance bonuses mostly based on? <b>INTERVIEWER: READ OUT</b>
------------	--

**INTERVIEWER: IF THE ESTABLISHMENT IS NOT PART OF A MULTI-ESTABLISHMENT FIRM (A7 IS NO), THEN DO NOT USE OPTION 4**

Their own performance	1	
Their team's performance	2	
The establishment's performance	3	
The firm's performance	4	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>r9</b>

<b>R.10</b>	Over fiscal year <b>[Insert last complete fiscal year]</b> , what was the primary way non-managers were promoted at this establishment? <b>SHOW CARD 13</b>
-------------	--

**INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO PROMOTIONS OF NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR**

Based solely on performance and ability	1	
Based partly on performance and ability, and partly on other factors (for example, tenure or family connections)	2	
Based mainly on factors other than performance and ability (for example, tenure or family connections)	3	
Non-managers are normally not promoted	4	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>	
		<b>r10</b>

<b>R.11</b>	Over fiscal year <b>[Insert last complete fiscal year]</b> , when was an under-performing non-manager reassigned or dismissed? <b>SHOW CARD 14</b>
-------------	---

**INTERVIEWER: SELECT "DOES NOT APPLY" (-7) IF THERE WERE NO UNDER-PERFORMING NON-MANAGERS IN THE LAST COMPLETE FISCAL YEAR**

Within 6 months of identifying under-performance	1	
After 6 months of identifying under-performance	2	
Rarely or never	3	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>	
		<b>r11</b>

## E. DEGREE OF COMPETITION

<b>E.1</b>	In fiscal year <b>[Insert last complete fiscal year]</b> , which of the following was the main market in which this establishment sold its main product? <b>SHOW CARD 15</b>
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Local – main product sold mostly in same municipality where establishment is located	1
National – main product sold mostly across the country where establishment is located	2
International	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO E.6**

**e1**

<b>E.2</b>	How many competitors did this establishment's main product face in this main market?
------------	--

Number of competitors	<b>e2b</b>
<b>TOO MANY TO COUNT</b>	<b>-4</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**IF E.1 IS INTERNATIONAL (3), GO TO E.6**

<b>E.31</b>	In fiscal year <b>[Insert last complete fiscal year]</b> , what was the market share of your largest competitor, in terms of sales, in the market where this establishment sold its main product or offered its main service? <b>INTERVIEWER: READ OUT</b>
-------------	---

**IF competition\_select == 1**

Above 90%	1
Between 50% and 90%	2
Below 50%	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**e31a**

**IF competition\_select == 2**

	<b>Market share</b>
Market share of largest competitor	<b>e31b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>E.6</b>	Does this establishment at present use technology licensed from a foreign-owned company, excluding office software?
------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**e6**



**E.11** Does this establishment compete against unregistered or informal establishments?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**e11**

**E.32** Over the last year, has the level of competition in the market where this establishment sold its main product or offered its main service changed?  
**INTERVIEWER: READ OUT**

Yes, there is more competition	1
Yes, there is less competition	2
No change	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**e32**

**E.33** Considering the main market for this establishment's main product or service, can this establishment increase its prices more so than its competitors can without losing customers?

Yes	1
No	2
<b>PRICES ARE REGULATED</b>	<b>-7</b>
<b>PRICES ARE SET BY HEADQUARTERS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**e33**

**E.34** Are there any State Owned Enterprises (SOEs) operating in this establishment's main market?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO J42****GO TO J42****e34**

**E.35** How does the presence of State Owned Enterprises in this establishment's main market, affect its ability to grow and expand?  
**INTERVIEWER: READ OUT**

	Positively	Not at all	Negatively	<b>NO STATE OWNED ENTERPRISE</b>	<b>DON'T KNOW</b>
SOE presence affects establishment's growth <b>e35</b>	1	2	3	<b>-7</b>	<b>-9</b>

<b>E.30</b>	Using the response options on the card; To what degree are <b>Practices of Competitors in the Informal Sector</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 16</b>
-------------	---

						(SPONTANEOUS)	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Practices of competitors in the informal sector <b>e30</b>	0	1	2	3	4	-9	-7

## H. INNOVATION

### READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING

And now we switch to a different topic. In this section “new” means new to the establishment but not necessarily new to the market.

**H.1** During the last three years, has this establishment introduced new or improved products or services?

Yes	1	
No	2	<b>GO TO H.5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO H.5</b>
		<b>h1</b>

**H.2** Were any of the new or improved products or services also new for the establishment's main market?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>h2</b>

**H.3** Please describe in detail the main new or improved product or service that this establishment introduced during the last three years.

The main new or improved product or service is the one that represented the largest proportion of this establishment's sales in value (not volume) during the last three years.

#### Description

**DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE**

**h3x**

**H.4** Please describe in detail how the main new or improved product or service is different than the most similar product or service, if any, previously produced by this establishment.

**INTERVIEWER: IF THERE IS NOTHING SIMILAR ENTER “COMPLETELY NEW”**

#### Description

**DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE**

**h4x**

<b>H.5</b>	<p>During the last three years, has this establishment introduced any new or improved process? These include:</p> <p>methods of manufacturing products or offering services; logistics, delivery, or distribution methods for inputs, products, or services; or supporting activities for processes?</p>
------------	--

Yes	1	<b>GO TO H.8</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**h5**

<b>H.6</b>	Please describe in detail the <b>main</b> new or improved process that this establishment introduced during the last three years. The main innovative process is the innovative process that had the largest impact on the operations of the establishment during the last three years.
------------	---

**Description**

<b>DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE</b>	<b>h6x</b>
--	------------

<b>H.7</b>	Please describe in detail how the <b>main</b> new or improved process is different than the most similar process that is or was used by this establishment.
------------	---

**IF THERE IS NOTHING SIMILAR ENTER "COMPLETELY NEW"**

**Description**

<b>DESCRIPTION SHOULD BE AS DETAILED AS POSSIBLE</b>	<b>h7x</b>
--	------------

<b>H.8</b>	During fiscal year [ <b>Insert last complete fiscal year</b> ], did this establishment spend on research and development activities, either in-house or contracted with other companies, excluding market research surveys?
------------	---

Yes	1	<b>GO TO F.1</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**h8**

<b>H.9</b>	How much did this establishment spend on research and development activities that year, either in-house or contracted with other companies?
------------	---

	<b>[Insert LCUs]</b>
Cost of research and development activities	<b>h9</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**F. CAPACITY**

<b>F.1</b>	In fiscal year <b>[Insert last complete fiscal year]</b> , what was this establishment's output produced as a percentage of the maximum output possible if using all the physical capital available (capacity utilization)?
------------	---

	Percent
Capacity utilization	<b>f1</b> %
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>F.2</b>	And, how many hours per week did this establishment normally operate? <b>INTERVIEWER: RESPONSE CANNOT BE GREATER THAN 168 HOURS</b>
------------	--

	Hours
Typical hours of operation in a week	<b>f2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**G. LAND AND PERMITS**

**G.6** Of the **buildings** occupied by this establishment, what percentage is owned by this establishment?

	Percent	DON'T KNOW (SPONTANEOUS)
Owned by this establishment	<b>g6a</b> %	<b>-9</b>

**G.1** Of the **land** occupied by this establishment, what percentage is owned by this establishment?

	Percent	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY IS A FLOOR IN A BUILDING(SPONT ANEOUS)
Owned by this establishment	<b>g1a</b> %	<b>-9</b>	<b>-7</b>

**G.2** Over the last two years, did this establishment apply to obtain a construction-related permit?

Yes	1	
No	2	<b>GO TO G.31</b>
DON'T KNOW (SPONTANEOUS)	<b>-9</b>	<b>GO TO G.31</b>
	<b>g2</b>	

**G.3** In reference to that application, approximately how many days did it take to obtain it from the day of the application to the day the permit was granted?

	Days
Wait for a construction-related permit	<b>g3</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS (SPONTANEOUS)</b>	<b>-6</b>
<b>APPLICATION DENIED (SPONTANEOUS)</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**G.4** In reference to that application, was an informal gift or payment expected or requested?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>	
	<b>g4</b>	

<b>G.31</b>	Over the last two years, did this establishment apply for an occupancy permit, certifying a building as compliant with applicable laws and code?
-------------	--

Yes	1	
No	2	<i>IF NOT RETAIL, GO TO G.30 (RETAIL GO TO G.5)</i>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>	<i>IF NOT RETAIL, GO TO G.30 (RETAIL GO TO G.5)</i>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<i>IF NOT RETAIL, GO TO G.30 (RETAIL GO TO G.5)</i>
<b>g31</b>		

<b>G.32</b>	In reference to the most recent application, approximately how many days did it take to obtain the occupancy permit from the day of the application to the day the permit was granted?
-------------	--

	Days
Wait for occupancy permit	<b>g32</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>G.33</b>	What was the total cost to obtain that occupancy permit, including, application, inspection, and other required fees?
-------------	---

	<b>[ LCU ]</b>
Cost of obtaining an occupancy permit	<b>g33</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>G.30</b>	Using the response options on the card; To what degree is <b>Access to Land</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 17</b>
-------------	---

						<b>(SPONTANEOUS)</b>	
						<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
						<b>-9</b>	<b>-7</b>
Access to land	<b>g30a</b>	0	1	2	3	4	

**GE. GREEN ECONOMY****READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

And now I would like to ask you about climate practices in this establishment over fiscal year **[Insert last complete fiscal year]**

**GE.3** In fiscal year **[Insert last complete fiscal year]**, did this establishment experience damage of physical assets due to extreme weather events?

Yes	1	
No	2	<b>GO TO GE.7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO GE.7</b>
		<b>ge3</b>

**GE.3a** Please estimate the monetary damage of physical assets that resulted from extreme weather events.

	<b>[Insert LCUs]</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Monetary damage of assets	<b>ge3a</b>	<b>-9</b>

**GE.7** Over the last three years, did this establishment monitor its CO<sub>2</sub> emissions?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>ge7</b>

**GE.8** Over the last three years, did this establishment adopt any energy management measures to reduce emissions, waste, or pollution?

Yes	1	
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
<b>ESTABLISHMENT WAS NOT IN BUSINESS</b>	<b>-7</b>	
		<b>ge8</b>



**I. CRIME**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

**We now turn to another topic.**

**I.1** In fiscal year **[Insert last complete fiscal year]**, did this establishment pay for security, for example equipment, personnel, or professional security services including internet security?

Yes	1	
No	2	<b>GO TO I.3</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO I.3</b>
		<b>i1</b>

**I.2** What percentage of this establishment's total annual sales was paid for security, or what was the total annual cost of security?

	<b>As a percentage of sales</b>	<b>OR</b>	<b>[Insert LCUs]</b>	<b>DON'T KNOW (SPONTA NEOUS)</b>
Annual cost of security	<b>i2a</b> %		<b>i2b</b>	<b>-9</b>

**I.3** In fiscal year **[Insert last complete fiscal year]**, did this establishment experience losses as a result of theft, robbery, vandalism, arson on this establishment's premises or from internet hacking or fraudulent internet transactions?

Yes	1	
No	2	<b>GO TO I.30</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO I.30</b>
		<b>i3</b>

**I.4** Please estimate those losses either as a percentage of total annual sales or as total annual losses?

	<b>As a percentage of sales</b>	<b>OR</b>	<b>[Insert LCUs]</b>	<b>DON'T KNOW (SPONTAN EOUS)</b>
Annual losses	<b>i4a</b> %		<b>i4b</b>	<b>-9</b>

0									
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<b>I.30</b>	Using the response options on the card; To what degree is <b>Crime, Theft and Disorder</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 18</b>
-------------	--

							(SPONTANEOUS)	
		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	DON'T KNOW	DOES NOT APPLY
Crime, theft and disorder	i30	0	1	2	3	4	-9	-7

**K. FINANCE****READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

I would like to ask you a few questions about how you finance the operations of this establishment.

- K.3** Over fiscal year **[Insert last complete fiscal year]**, please estimate the proportion of this establishment's working capital, that is the funds available for day-to-day operations, that were financed from each of the following sources?  
**SHOW CARD 19**

	Percent	DON'T KNOW (SPONTANEOUS)
Internal funds or retained earnings	<b>k3a</b> %	<b>-9</b>
Borrowed from banks: private and state-owned	<b>k3bc</b> %	<b>-9</b>
Borrowed from non-bank financial institutions, which include microfinance institutions, credit cooperatives, credit unions, or finance companies	<b>k3e</b> %	<b>-9</b>
Purchases on credit from suppliers and advances from customers	<b>k3f</b> %	<b>-9</b>
Other, moneylenders, friends, relatives, etc.	<b>k3hd</b> %	<b>-9</b>
	<b>100%</b>	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%  
UNLESS RESPONDENT DOES NOT KNOW**

- K.4** In fiscal year **[Insert last complete fiscal year]**, did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?

Yes	1	
No	2	<b>GO TO K.4b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO K.4b</b>
		<b>k4</b>

- N.5** In fiscal year **[Insert last complete fiscal year]**, how much did this establishment spend on those purchases of:  
**INTERVIEWER: READ OUT**

	<b>[Insert LCUs]</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
New or used machinery, vehicles, and equipment?	<b>n5a</b>	<b>-9</b>
Land and buildings including expansion and renovations of existing structures?	<b>n5b</b>	<b>-9</b>

<b>K.5</b>	Over fiscal year <b>[Insert last complete fiscal year]</b> , please estimate the proportion or <b>[Insert LCU]</b> amount of this establishment's total purchases of fixed assets that were financed from the following sources: <b>SHOW CARD 20</b>
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	Percent	OR	Amount [Insert LCUs]	DON'T KNOW (SPONT ANEOU S)
Internal funds or retained earnings	<b>k5a</b> %		<b>k5a1</b>	<b>-9</b>
Owners' contribution or issued new equity shares	<b>k5i</b> %		<b>k5i1</b>	<b>-9</b>
Borrowed from banks: private and state-owned	<b>k5bc</b> %		<b>k5bc1</b>	<b>-9</b>
Borrowed from non-bank financial institutions, which include microfinance institutions, credit cooperatives, credit unions, or finance companies	<b>k5e</b> %		<b>k5e1</b>	<b>-9</b>
Purchases on credit from suppliers and advances from customers	<b>k5f</b> %		<b>k5f1</b>	<b>-9</b>
Other, moneylenders, friends, relatives, bonds, etc.	<b>k5hdj</b> %		<b>k5hdj1</b>	<b>-9</b>
	<b>100%</b>		<b>n5a+n5b</b>	

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100% OR THAT TOTAL SUM EQUALS TOTAL PURCHASES IN N5  
UNLESS RESPONDENT DOES NOT KNOW**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

**Now I would like to ask you about the fiscal year before last.**

<b>K.4b</b>	In fiscal year <b>[Insert last complete fiscal year minus one]</b> , did this establishment purchase any new or used fixed assets, such as machinery, vehicles, equipment, land or buildings, including expansion and renovations of existing structures?
-------------	---

Yes	1	
No	2	<b>GO TO K.6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO K.6</b>
		<b>k4b</b>

<b>N.5c N.5d</b>	In fiscal year <b>[Insert last complete fiscal year minus one]</b> , how much did this establishment spend on those purchases of: <b>INTERVIEWER: READ OUT</b>
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	[Insert LCU]	DON'T KNOW (SPONTANEOUS)
New or used machinery, vehicles, and equipment	<b>n5c</b>	<b>-9</b>
Land and buildings	<b>n5d</b>	<b>-9</b>

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:****Now let's talk about the establishment's present situation.****K.6** At this time, does this establishment have a checking (current) or savings account?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k6****K.7** Does this establishment have an overdraft facility?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k7****K.8** Does this establishment have a line of credit or a loan from a financial institution?

Yes	1	
No	2	<b>GO TO K.15d</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO K.15d</b>
		<b>k8</b>

**K.9** Referring to the most recent line of credit or loan, what type of financial institution granted this loan?  
**SHOW CARD 21**

Private commercial banks	1
State-owned banks or government agency	2
Non-bank financial institutions	3
Other	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k9****K.10** In what year was this most recent line of credit or loan approved?

	<b>Year</b>
Year most recent line of credit or loan approved	<b>k10</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR****K.11** What was its value at the time of approval?

	<b>[Insert LCUs]</b>
Size of most recent line of credit or loan approved	<b>k11</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**K.13** Did this financing require collateral?

Yes	1	<i>GO TO K.15b</i> <i>GO TO K.15b</i>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**k13**

**K.14** What type of collateral was required?  
**INTERVIEWER: READ OUT**

Collateral	Yes	No	<b>DON'T KNOW (SPONTANEOUS)</b>
Land, buildings under ownership of the establishment <b>k14a</b>	1	2	<b>-9</b>
Machinery and equipment including movables <b>k14b</b>	1	2	<b>-9</b>
Accounts receivable and inventories <b>k14c</b>	1	2	<b>-9</b>
Personal assets of owner (house, etc.) <b>k14d</b>	1	2	<b>-9</b>
Other forms of collateral not included in the categories above <b>k14e</b>	1	2	<b>-9</b>

**K.15a** What was the approximate value of the collateral required?

	<b>[Insert LCUs]</b>
Value of collateral <b>k15a</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**K.15b** What is the total number of open lines of credit and outstanding loans held by this establishment?

	<b>Number</b>	<i>GO TO K.15d</i>
Total number of open lines of credit and outstanding loans <b>k15b</b>		
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

**K.15c** What is the total outstanding balance of all open lines of credit and loans held by this establishment?

	<b>[Insert LCUs]</b>
Total outstanding balance of all open lines of credit and loans <b>k15c</b>	
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**K.15d** At this time, does the owner or owners of this establishment have any outstanding personal loans that are used to finance this establishment's business activities?

Yes	1	<b>k15d</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

<b>K.16</b>	Referring again to fiscal year <b>[Insert last complete fiscal year]</b> , did this establishment apply for any lines of credit or loans?
-------------	---

Yes	1	<b>GO TO K.20</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO K.21</b>
		<b>k16</b>

<b>K.17</b>	What was the <b>main</b> reason why this establishment did not apply for any line of credit or loan? <b>SHOW CARD 22</b>
-------------	---

No need for a loan - establishment had enough capital	1	<b>GO TO K.21</b>
Application procedures were complex	2	<b>GO TO K.21</b>
Interest rates were not favorable	3	<b>GO TO K.21</b>
Collateral requirements were too high	4	<b>GO TO K.21</b>
Size of loan and maturity were insufficient	5	<b>GO TO K.21</b>
Did not think it would be approved	6	<b>GO TO K.21</b>
Other	7	<b>GO TO K.21</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO K.21</b>
		<b>k17</b>

<b>K.20</b>	Referring only to the most recent application for a line of credit or loan, what was the outcome of that application? <b>INTERVIEWER: READ OUT</b>
-------------	---

Application was approved in full	1	
Application was approved in part	2	
Application was rejected	3	
Application was withdrawn	4	
<b>APPLICATION STILL IN PROCESS</b>	<b>-6</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>k20a1</b>

**ASK IF K.16.2 IS 1 OR 3 (AT LEAST ONE APPLICATION FOR A LOAN)**

<b>K.31</b>	What was the total cost of all fees paid to apply for the loan, including origination, service, processing, and insurance fees?
-------------	---

	<b>LCUs</b>
Cost of applying for the loan	<b>k31</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**ASK IF K.16.2 IS 1 OR 3 (AT LEAST ONE APPLICATION FOR A LOAN) AND k20 IS NOT “STILL IN PROCESS”**

<b>K.32</b>	How many days did it take from the moment the application was submitted until the decision was communicated?
-------------	--

	Days
Days to review loan application and receive a decision	<b>k32</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>K.21</b>	In fiscal year <b>[Insert last complete fiscal year]</b> , did this establishment have its annual financial statements checked and certified by an external auditor?
-------------	--

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**k21**

<b>K.33</b>	What percentage of total sales for a typical month does this establishment receive from its customers through electronic payments, that is other than cash or check payments?
-------------	---

	Percentage
Percentage of sales through e-payments	<b>k33</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**IF 0, GO TO K.38**  
**GO TO K.38**

<b>K.34</b>	In a typical month, which of the following electronic payment methods accounts for the largest proportion of this establishment's sales in value? <b>SHOW CARD 23</b>
-------------	--

Internet and mobile banking, including direct debit transfer	1
Debit cards	2
Credit cards	3
E-money and e-wallet, excluding mobile money	4
Mobile money	5
Other electronic payment method	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO K.38**

**k34**



<b>K.35</b>	How many days does it take on average from when payment is made until the money is received using <b>[insert the e-payment method to receive a payment identified in K.34]</b> ?
-------------	--

	Days
Days to receive money	<b>k35</b>
<b>PAYMENT RECEIVED IN LESS THAN A DAY</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>K.36</b>	As a percentage of a typical transaction, how much does it cost to accept payments, using <b>[insert the e-payment method to receive a payment identified in K.34]</b> ?
-------------	--

	As a percentage of payments	<b>DON'T KNOW (SPONTANEOUS)</b>
Cost per transaction	<b>k36 %</b>	<b>-9</b>

<b>K.37</b>	What is the cost per month to accept payments using <b>[insert the e-payment method to receive a payment identified in K.34]</b> ? Please include all monthly fees, subscription costs, point of sales terminal costs, maintenance and other costs.  <b>INTERVIEWER: IF COSTS ARE ON AN ANNUAL BASIS, PLEASE DIVIDED BY 12</b>
-------------	--

	<b>[Insert LCUs]</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Monthly fees, subscription costs, POS terminal cost, maintenance, and other costs.	<b>k37</b>	<b>-9</b>

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**  
**Now let's talk about how this establishment makes payments, including to suppliers.**

<b>K.38</b>	What percentage of the total payments that this establishment makes in a typical month is done through electronic payments, that is other than cash or check payments, excluding payments to government and payroll?
-------------	--

	Percentage	
Percentage of purchases through e-payments	<b>k38</b>	<b>IF 0, GO TO K.30</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO K.30</b>

<b>K.39</b>	In a typical month, which of the following electronic payment methods accounts for the largest proportion of this establishment's payments in value? <b>SHOW CARD 24</b>
-------------	---

Internet and mobile banking, including direct debit transfer	1
Debit cards	2
Credit cards	3
E-money and e-wallet, excluding mobile money	4
Mobile money	5
Other electronic payment method	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>GO TO K.30</b>	
<b>k39</b>	

<b>K.40</b>	As a percentage of a typical transaction, how much does it cost to make payments, using <b>[Insert most important e-payment method to make a payment (option identified in K.39)]</b> ?
-------------	---

	<b>As a percentage of payments</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Cost per transaction	<b>k40</b> %	<b>-9</b>

<b>K.30</b>	Using the response options on the card; To what degree is <b>Access to Finance</b> an obstacle to the current operations of this establishment? <b>SHOW CARD 25</b>
-------------	--

						<b>(SPONTANEOUS)</b>	
	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Access to finance <b>k30</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**J. BUSINESS-GOVERNMENT RELATIONS****READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

The following questions assess how establishments, such as this one, deal with government officials and their agencies.

**J.31**

Please tell me if you strongly disagree, tend to disagree, tend to agree, or strongly agree with the statement: "In resolving commercial disputes, courts are independent and impartial".

**SHOW CARD 23****(SPONTANEOUS)**

	Strongly disagree	Tend to disagree	Tend to agree	Strongly agree	<b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
"In resolving commercial disputes, courts are independent and impartial" <b>j31</b>	1	2	3	4	<b>-9</b>	<b>-7</b>

**J.2**

In a typical week over the last year, what percentage of total senior management's time was spent on dealing with requirements imposed by government regulations?  
(By senior management I mean managers, directors, and officers above direct supervisors of production or sales workers.)

	<b>Percent</b>
Senior management's time spent on dealing with regulations <b>j2</b> %	
<b>NO TIME WAS SPENT</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**J.3**

Over the last year, was this establishment visited or inspected by tax officials or required to meet with them?

Yes	1	
No	2	<b>GO TO J.34</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO J.34</b>
		<b>j3</b>

**J.4**

How many times over the last year?

	<b>Number</b>
Times inspected or met with tax officials <b>j4</b>	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**J.5** In any of these inspections or meetings was a gift or informal payment expected or requested?

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

**j5**

**J.32** Did any of these visits or meetings consist of an external tax audit?

Yes	1	
No	2	<b>GO TO J.34</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO J.34</b>

**j32**

**J.33** How many weeks did it take between the first interaction with the auditors and when the final audit report was received?

	Weeks
Duration of audit in weeks	<b>j33</b>
<b>ONE WEEK OR LESS</b>	<b>1</b>
<b>AUDIT IS ONGOING</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**J.34** In fiscal year **[Insert last complete fiscal year]**, did this establishment outsource any tax-related activities, including the preparation, filing, or payment of profit taxes, labor taxes, VAT, GST, or sales taxes?

**INTERVIEWER: READ OUT OPTIONS**

Yes, fully	1
Yes, partially	2
No	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**J34**

**If tax\_select==1**

**J.35a** What was **the total annual number of hours** required for the preparation, filing, and payment of all taxes (profit taxes, labor taxes, VAT, GST, or sales taxes) for this establishment in fiscal year **[Insert last complete fiscal year]**?

	Hours
Total hours to prepare, file, and pay taxes	<b>J35a</b>
<b>ONE HOUR OR LESS</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

*If tax\_select==2*

<b>J.35b</b>	What was the <b>average number of hours per month</b> required for the preparation, filing, and payment of all taxes (profit taxes, labor taxes, VAT, GST, or sales taxes ) for this establishment in fiscal year <b>[Insert last complete fiscal year]</b> ?
--------------	---

	Hours
Average number of hours to prepare, file, and pay taxes	<b>J35b</b>
<b>ONE HOUR OR LESS</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>J.36</b>	In fiscal year <b>[Insert last complete fiscal year]</b> , did this establishment <b>file</b> its taxes electronically? <b>INTERVIEWER: READ OUT OPTIONS</b>
-------------	---

Yes, fully	1
Yes, partially	2
No	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**j36**

<b>J.37</b>	In fiscal year <b>[Insert last complete fiscal year]</b> , did this establishment <b>pay</b> its taxes electronically? <b>INTERVIEWER: READ OUT OPTIONS</b>
-------------	--

Yes, fully	1
Yes, partially	2
No	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**j37***If vat\_applicable==1*

<b>J.38</b>	In the last three years, has this establishment applied for a VAT cash refund?
-------------	--

Yes	1	
No	2	<b>GO TO J.40</b>
<b>VAT REFUND NOT AVAILABLE</b>	<b>-6</b>	<b>GO TO J.6a</b>
<b>NOT VAT ELIGIBLE</b>	<b>-7</b>	<b>GO TO J.6a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO J.6a</b>

**j38***If vat\_applicable==1*

<b>J.39</b>	In reference to the most recent VAT cash refund, how many weeks did it take from when the establishment submitted its application until the refund was received?
-------------	--

	Weeks	
Weeks to receive VAT refund	<b>J39</b>	<b>GO TO J.6a</b>
<b>ONE WEEK OR LESS</b>	<b>1</b>	<b>GO TO J.6a</b>
<b>REFUND STILL OUTSTANDING</b>	<b>-5</b>	<b>GO TO J.6a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO J.6a</b>

*If vat\_applicable==1*

<b>J.40</b>	What was the main reason this establishment did not apply for a VAT cash refund? <b>SHOW CARD 27</b>
-------------	---

VAT cash refunds take too long to receive	1
The application for a VAT cash refund is too complicated	2
The establishment did not need to apply for a VAT cash refund	3
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**j40**

<b>J.6a</b>	Over the last year, has this establishment secured or attempted to secure a government contract?
-------------	--

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO J.7**

**GO TO J.7**

**j6a**

<b>J.6</b>	When establishments like this one do business with the government, what percent of the contract value would be typically paid in informal payments or gifts to secure the contract?
------------	---

	Percent
Percent of the contract value paid as informal payments or gifts	<b>j6</b> %
<b>NO PAYMENTS</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

<b>J.41</b>	How difficult does this establishment find the administrative requirements to participate in a public tender? Please consider the time and resources that the establishment used in order to prepare a bid. <b>SHOW CARD 28</b>
-------------	--

Very difficult	1
Moderately difficult	2
Somewhat difficult	3
Not difficult at all	4
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**j41**

<b>J.42</b>	Over the last three years, has this establishment held a government contract?
-------------	---

Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO E.30**

**GO TO E.30**

j42

<b>J.43</b>	Approximately, how many days does it take for this establishment to receive payment under a government contract after it has delivered an invoice to the relevant authority? If this establishment has received multiple payments or contracts, please provide the time of the largest payment.
-------------	---

	Days
Wait for payment	<b>J43</b>
<b>ONE DAY OR LESS</b>	<b>1</b>

<b>J.7</b>	It is said that establishments are sometimes required to make gifts or informal payments to public officials to “get things done” regarding customs, taxes, licenses, regulations, services etc. On average, what percentage of total annual sales, or estimated total annual value, do establishments like this one pay in informal payments or gifts to public officials for this purpose?
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	As a percentage of sales	OR	[Insert LCUs]	NO PAYMENTS OR GIFTS ARE PAID	DON'T KNOW (SPONTA NEOUS)	REFUSAL (SPONTA NEOUS)
Informal payments or gifts	<b>j7a</b> %		<b>j7b</b>	<b>0</b>	<b>-9</b>	<b>-8</b>

<b>J.10</b>	Over the last two years, did this establishment apply to obtain an import license?
-------------	--

Yes	1	
No	2	<b>GO TO J.13</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO J.13</b>
	<b>j10</b>	

<b>J.11</b>	Approximately how many days did it take to obtain it from the day of the application to the day it was granted?
-------------	---

	Days
Wait for import license	<b>j11</b>
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>J.12</b>	In reference to that application, was an informal gift or payment expected or requested?
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Yes	1
No	2
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>REFUSAL (SPONTANEOUS)</b>	<b>-8</b>

j12

**J.13** Over the last two years, did this establishment apply to obtain an operating license?

Yes	1	
No	2	GO TO J.30
DON'T KNOW (SPONTANEOUS)	-9	GO TO J.30
		j13

**J.14** Approximately how many days did it take to obtain it from the day of the application to the day it was granted?

	Days
Wait for operating license	j14
LESS THAN ONE DAY	1
STILL IN PROCESS	-6
APPLICATION DENIED	-5
DON'T KNOW (SPONTANEOUS)	-9

**J.15** In reference to that application, was an informal gift or payment expected or requested?

Yes	1	
No	2	
DON'T KNOW (SPONTANEOUS)	-9	
REFUSAL (SPONTANEOUS)	-8	j15

**J.30** Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment?  
**INTERVIEWER: READ OUT OPTIONS**  
**SHOW CARD 29**

	POSITION	No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) DON'T KNOW	DOES NOT APPLY
Tax rates j30a	j30_taxrate_pos	0	1	2	3	4	-9	-7
Tax administration j30b	j30_taxadmin_pos	0	1	2	3	4	-9	-7
Business licensing and permits j30c	j30_permit_pos	0	1	2	3	4	-9	-7
Political instability j30e	j30_instability_pos	0	1	2	3	4	-9	-7
Corruption j30f	j30_corruption_pos	0	1	2	3	4	-9	-7



QUESTIONNAIRE NUMBER **id**

0									
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Courts h30	j30_courts_pos	0	1	2	3	4	-9	-7
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**NOTE: ROTATION POSITIONS VARY AS THE LIST OF OPTIONS IS RANDOMIZED**

**INTERVIEWER READ OUT:**

I would like to ask you a few questions about this establishment's labor force. Should I continue with you or with the Human Resources department?

**IF YES, CONTINUE WITH SECTION L WITH CURRENT RESPONDENT**

**IF NO, CONTINUE WITH SECTION M WITH CURRENT RESPONDENT  
AND ASK L SECTION TO A HUMAN RESOURCES REPRESENTATIVE**

**L. LABOR**

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

Now I would like to ask you a few questions about this establishment's labor force.

<b>L.1</b>	<p>At the end of fiscal year <b>[Insert last complete fiscal year]</b>, how many permanent, full-time individuals worked in this establishment? Please include all workers and managers.</p> <p>Permanent, full-time workers are defined as all workers that work for a term of one or more fiscal years and/or have a guaranteed renewal of their employment and that work a full shift.</p> <p><b>INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE</b></p>
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	Number
Permanent, full-time workers at the end of last fiscal year	<b>11</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>L.31</b>	During fiscal year <b>[insert the last fiscal year]</b> , how many new permanent full-time workers did the establishment need to hire?
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	Workers
Number of permanent full-time workers needed	<b>L31</b>
<b>NO NEED TO HIRE ANY NEW PERMANENT FULL-TIME WORKERS</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO TO L.34**

**GO TO L.34**

<b>L.32</b>	During fiscal year <b>[insert the last fiscal year]</b> , how many permanent full-time workers were hired?
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	Workers
Number of permanent full-time workers hired	<b>132</b>
<b>NO HIRES</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**GO to L.33 if L32 is below L31**

**GO TO L.34**

<b>L.33</b>	During fiscal year <b>[insert the last fiscal year]</b> , what was the main reason why this establishment did not hire more permanent full-time workers? <b>SHOW CARD 30</b>
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Non-wage labor costs were too high	1
Legally required minimum wage or cost of dismissal were too high	2
Lack of skilled labor	3
Competitive labor costs and benefits were too high	4
Not enough budget or headquarters did not authorize the hiring	5
Other	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L34** In the last three years, has this establishment dismissed any permanent, full-time workers?

Yes	1	
No	2	<b>GO TO L.2</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO L.2</b>
		<b>L34</b>

**L35** How many weeks did it typically take, from the time the notice of dismissal was provided to the worker until the worker was removed from the establishment's payroll? Please include all pre-notice requirements, notifications, and wait times.

	Weeks
Weeks to dismiss permanent, full-time worker	<b>L35</b>
<b>ONE WEEK OR LESS</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L36** How much was a typical severance payment, in weeks of salary paid, for a dismissed permanent, full-time worker? Please include pay and benefits but exclude unpaid salaries for time already worked.

	Weeks
Weeks of salary paid for severance	<b>L36</b>
<b>NO SEVERANCE WAS PAID</b>	<b>0</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.2** Looking back, at the end of fiscal year **[Insert last complete fiscal year minus two]**, how many permanent, full-time individuals worked in this establishment? Please include all workers and managers.  
**INTERVIEWER: INCLUDE INTERVIEWEE IF APPLICABLE**

	Number
Permanent, full-time workers in <b>[Insert last complete fiscal year minus two]</b>	<b>12</b>
<b>IF ESTABLISHMENT WAS NOT IN BUSINESS IN [Insert last complete fiscal year minus two]</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L.3** Coming back to fiscal year **[Insert last complete fiscal year]**, at the end of the fiscal year, how many permanent, full-time individuals in this establishment were:  
**INTERVIEWER: READ EACH CATEGORY**

	Number	DON'T KNOW (SPONTANEOUS)
Production workers	<b>l3a</b>	<b>-9</b>
Non-production workers (administration, sales)	<b>l3b</b>	<b>-9</b>

**L.4** At the end of fiscal year **[Insert last complete fiscal year]**, how many permanent, full-time production workers in this establishment were:  
**SHOW CARD 31**

	Number	DON'T KNOW (SPONTANEOUS)
In highly skilled jobs, that is <b>professionals</b> or technicians whose tasks require extensive theoretical and technical knowledge	<b>l4a1</b>	<b>-9</b>
In <b>semi-skilled</b> jobs, that is workers whose tasks require some level of mechanical or technical knowledge	<b>l4a2</b>	<b>-9</b>
In <b>low-skilled</b> jobs, those whose tasks involve <b>no</b> specialized knowledge	<b>l4b</b>	<b>-9</b>

**L.5** At the end of fiscal year **[Insert last complete fiscal year]**, in this establishment how many permanent, full-time workers in each of the following categories were **female**?  
**INTERVIEWER: READ OUT OPTIONS**

	Number	DON'T KNOW (SPONTANEOUS)
Production workers	<b>l5a</b>	<b>-9</b>
Non-production workers	<b>l5b</b>	<b>-9</b>

**L.6** How many full-time seasonal or temporary workers did this establishment have during **[Insert last complete fiscal year]**?  
 Full-time, seasonal or temporary workers are all short-term, that is for less than a year, workers with no guarantee of renewal of employment and work full-time.

	Number	
Full-time seasonal or temporary workers employed last fiscal year	<b>l6</b>	
<b>NO FULL-TIME SEASONAL OR TEMPORARY WORKERS</b>	<b>0</b>	<b>GO TO L.9b</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO L.9b</b>

<b>L.6a</b>	How many were female?
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	Number
Full-time female seasonal or temporary workers employed last fiscal year	<b>16a</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>L.8</b>	What was the average length of employment of all full-time temporary workers in fiscal year <b>[Insert last complete fiscal year]</b> ?
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	Months
Average length full-time seasonal or temporary employment last fiscal year, in months	<b>18</b>
<b>LESS THAN ONE MONTH</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>L.9b</b>	What percentage or how many of the full-time permanent workers employed at the end of fiscal year <b>[Insert last complete fiscal year]</b> completed secondary school?  Please provide the percentage or number, not both.
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	Percent	OR	Number
Percentage or number of full-time permanent workers who completed secondary school	<b>19b %</b>		<b>19b1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>		<b>-9</b>

<b>CARL.1</b>	At the end of fiscal year <b>[insert last complete fiscal year]</b> , how many permanent, full-time individuals working in this establishment were in the following categories? <b>SHOW CARD 32</b>
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	Number	DON'T KNOW	DOESN'T APPLY
Managers	<b>CARL1a</b>	<b>-9</b>	<b>-7</b>
Professionals	<b>CARL1b</b>	<b>-9</b>	<b>-7</b>
Technicians	<b>CARL1c</b>	<b>-9</b>	<b>-7</b>
Clerical support, services and sales workers	<b>CARL1d</b>	<b>-9</b>	<b>-7</b>
Plant and machine operators and assemblers	<b>CARL1e</b>	<b>-9</b>	<b>-7</b>

<b>CARL.2</b>	What percentage of the permanent, full-time employee in the following occupational category have completed secondary school or above? <b>SHOW CARD 33</b>
---------------	--

	% With high school or above	DON'T KNOW (SPONTANEOUS)	DOESN'T APPLY (SPONTANEOUS)
Managers	<b>CARL2a</b>	-9	-7
Professionals	<b>CARL2b</b>	-9	-7
Technicians	<b>CARL2c</b>	-9	-7
Clerical support, services and sales workers	<b>CARL2d</b>	-9	-7
Plant and machine operators and assemblers	<b>CARL2e</b>	-9	-7

<b>CARL.3</b>	Over the last two completed fiscal years, did this establishment have any job vacancies?
---------------	--

Yes	1	
No	2	<b>GO TO CARL.5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	-9	<b>GO TO CARL.5</b>
		<b>CARL3</b>

	<b>CARL.4a</b> How many of these vacancies in this establishment were in the following categories?  <b>DON'T KNOW=-9</b>  <b>SHOW CARD 34</b>	<b>CARL.4b</b> For vacancies filled, what was the typical number of weeks required to fill these vacancies?  <b>DON'T KNOW=-9</b>  <b>SHOW CARD 34</b>
	Number	Number
Managers	<b>CARL4a1</b>	<b>CARL4b1</b>
Professionals	<b>CARL4a2</b>	<b>CARL4b2</b>
Technicians	<b>CARL4a3</b>	<b>CARL4b3</b>
Clerical support, services and sales workers	<b>CARL4a4</b>	<b>CARL4b4</b>
Plant and machine operators and assemblers	<b>CARL4a5</b>	<b>CARL4b5</b>

<b>CARL.5</b>	For the following types of skills, how do you rate the level of skills of this establishment's current employees in <b>professionals</b> compared to the needs of the establishment? <b>SHOW CARD 35</b> <b>INTERVIEWER: PLEASE READ OUT THE QUESTIONS</b>
---------------	--

				(SPONTANEOUS)	
	Below require d	As require d	Above require d	DON'T KNOW	DOES NOT APPLY
Interpersonal and communication skills <b>CARL5a</b>	0	1	2	-9	-7
Foreign languages <b>CARL5b</b>	0	1	2	-9	-7
Problem solving or critical thinking <b>CARL5c</b>	0	1	2	-9	-7
Vocational, job-specific skills, or technical skills other than IT <b>CARL5d</b>	0	1	2	-9	-7
Computer or general IT skills <b>CARL5e</b>	0	1	2	-9	-7
Managerial and leadership skills <b>CARL5f</b>	0	1	2	-9	-7

<b>CARL.6</b>	Over the <b>last two completed fiscal years</b> , did this establishment encounter the following problems when trying to hire workers? <b>INTERVIEWER: PLEASE READ OUT</b>
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	Yes	No	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY (SPONTANEOUS)
Applicants lacked required skills <b>CARL6a</b>	1	2	-9	-7
Applicants expected wages higher than this establishment can offer <b>CARL6b</b>	1	2	-9	-7

<b>CARL.7</b>	What was the main channel used by this establishment to find employees? <b>SHOW CARD 36</b>
---------------	--

Through family and friends	1
Through word of mouth	2
Through employment centers	3
Through online search	4
Through colleges and universities	5
Through clan connections or traditional leaders	6
Other	7
<b>DOES NOT APPLY (SPONTANEOUS)</b>	-7
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

**CARL7**

	<b>CARL.8.</b> By looking at the list, can you tell me which of the following is the most important type of skills for deciding whether to hire an employee in the following occupation category?  <b>SHOW CARD 37</b>	<b>DON'T KNOW (SPONT.)</b>	<b>DOES NOT APPLY (SPONT.)</b>
Managers	<b>CARl8a</b>	<b>-9</b>	<b>-7</b>
Professionals	<b>CARl8b</b>	<b>-9</b>	<b>-7</b>
Technicians	<b>CARl8c</b>	<b>-9</b>	<b>-7</b>
Clerical support, services and sales workers	<b>CARl8d</b>	<b>-9</b>	<b>-7</b>
Plant and machine operators and assemblers	<b>CARl8e</b>	<b>-9</b>	<b>-7</b>

<b>1= Interpersonal and communication skills</b>
<b>2= Foreign languages</b>
<b>3= Problem solving or critical thinking</b>
<b>4= Vocational, job-specific skills, or technical skills other than IT</b>
<b>5= Computer or general IT skills</b>
<b>6= Managerial and leadership skills</b>

<b>CARL.9</b>	For the following types of skills, how do you rate the level of skills of this establishment's current employees in <b>the technicians and support services (e.g., plant and machine operators and assemblers, clerical support, service and sales, etc.)</b> compared to the needs of the establishment? <b>SHOW CARD 38</b> <b>INTERVIEWER: PLEASE READ OUT THE QUESTIONS</b>
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				(SPONTANEOUS)		
		Below require d	As require d	Above require d	DON'T KNOW	DOES NOT APPLY
Interpersonal and communication skills	CAR19a	0	1	2	-9	-7
Foreign languages	CAR19b	0	1	2	-9	-7
Problem solving or critical thinking	CAR19c	0	1	2	-9	-7
Vocational, job-specific skills, or technical skills other than IT	CAR19d	0	1	2	-9	-7
Computer or general IT skills	CAR19e	0	1	2	-9	-7
Managerial and leadership skills	CAR19f	0	1	2	-9	-7



<b>CARL.10</b>	Over the last <b>two fiscal years</b> , due to employee shortages or skills gaps of the workforce, did this establishment experience the following difficulties?  <b>INTERVIEWER: READ OUT</b>
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	Yes	No	DON'T KNOW (SPONTANEOUS)	DOES NOT APPLY
Maintaining production levels according to demand (or planned output) <b>CAR110a</b>	1	2	-9	-7
Maintaining consistent quality <b>CAR110b</b>	1	2	-9	-7
Implementing new technology or improving production processes <b>CAR110c</b>	1	2	-9	-7
Developing new products <b>CAR110d</b>	1	2	-9	-7
Effective sales and marketing <b>CAR110e</b>	1	2	-9	-7

<b>L.10</b>	Over fiscal year <b>[Insert last complete fiscal year]</b> , did this establishment have formal training programs for its permanent, full-time workers?
-------------	---

Yes	1	<b>GO TO CARL.14</b>
No	2	
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	
		<b>110</b>

<b>L.11</b>	Referring to those training programs, what percentage of permanent, full-time workers of the following categories received formal training? If easier please provide the total numbers (provide one or the other but not both). <b>INTERVIEWER: READ EACH CATEGORY</b>
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	Percent	OR	Number	IF NO WORKERS IN A CATEGORY WERE TRAINED	DON'T KNOW (SPONTANEOUS)
Production full-time permanent workers trained	<b>111a</b> %		<b>111a1</b>	0	-9
Non-production full-time permanent workers trained	<b>111b</b> %		<b>111b1</b>	0	-9

<b>L.12</b>	Referring to those training programs, what percentage of female, permanent, full-time workers received formal training? If easier please provide the total numbers (provide one or the other but not both).
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	Percent	OR	Number	IF NO FEMALE WORKERS WERE TRAINED	DON'T KNOW (SPONTANEOUS)
Female full-time permanent workers trained	<b>I12a</b> %		<b>I12a1</b>	<b>0</b>	<b>-9</b>

<b>CARL.12</b>	What was the primary focus of the formal training programs? If there are more than one training, please refer to the most expensive in total cost. <b>SHOW CARD 39</b>
----------------	--

Interpersonal and communication skills	1
Foreign languages	2
Problem solving or critical thinking	3
Vocational, job-specific skills, or technical skills other than IT	4
Computer or general IT skills	5
Managerial and leadership skills	6
Other	7
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**CARI12**

<b>CARL.13</b>	Who was the main training provider of the in-house training? <b>SHOW CARD 40</b>
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In-house training staff	1
Universities	2
Public TVET Trainers	3
Private TVET trainers	4
Consultants / private training firms	5
Industry/association trainers	6
Other	7
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**CARI13**

<b>CARL.14</b>	What was the main reason why this establishment did not provide formal training programs? <b>SHOW CARD 41</b>
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Too expensive	1
No need for training	2
Employee will leave after trained	3
Difficult to get training providers	4
Employees are not interested	5
Other	6
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**CARL14**

<b>L.37</b>	Over the last three years, has this establishment been involved in any labor disputes? Labor disputes include any formal disagreements over salary, benefits, health and safety, dismissal, or other labor-related issue. Labor disputes could involve individual workers or a group of workers (collective dispute).
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Yes	1	
No	2	<b>GO TO L.40</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO L.40</b>
		<b>I37</b>

<b>L.38</b>	How many months did it typically take from the moment the dispute arose until it got resolved, whether through an agreement, court decision, or other means?
-------------	--

	Months	
Time to resolve a labor dispute	<b>I38</b>	
<b>ONE MONTH OR LESS</b>	<b>1</b>	
<b>NO DISPUTE HAS BEEN RESOLVED</b>	<b>-7</b>	<b>GO TO L.40</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	

<b>L.39</b>	How much did the resolution of the dispute typically cost this establishment, including all fines or dues to either party, if any?
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	<b>[Insert LCUs]</b>
Cost to resolve a labor dispute	<b>I39</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

<b>L.40</b>	During fiscal year <b>[insert the last fiscal year]</b> , in reference to workplace health and safety, was this establishment visited or inspected by a government labor inspector or has it been required to meet with one?
-------------	--

Yes	1	
No	2	<b>GO TO L.30</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>	<b>GO TO L.30</b>

<b>L.41</b>	As a result of these inspections, was a report issued to the establishment by the inspectorate?  If there has been more than one inspection, please consider the latest <b>completed</b> inspection.
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Yes	1
No	2
<b>NO INSPECTION HAS BEEN CONCLUDED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

**L41**

<b>L.30</b>	Using the response options on the card; To what degree are each of the following an obstacle to the current operations of this establishment? <b>INTERVIEWER: READ OUT OPTIONS</b> <b>SHOW CARD 42</b>
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		No obstacle	Minor obstacle	Moderate obstacle	Major obstacle	Very Severe Obstacle	(SPONTANEOUS) <b>DON'T KNOW</b>	<b>DOES NOT APPLY</b>
Labor regulations	<b>130a</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>
Inadequately educated workforce	<b>130b</b>	0	1	2	3	4	<b>-9</b>	<b>-7</b>

**M. BUSINESS ENVIRONMENT****READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:****M.1**

By looking at the list of elements of the business environment please tell me which one, if any, currently represents the biggest obstacle faced by this establishment.

**INTERVIEWER: SHOW RANDOMIZED LIST TO THE RESPONDENT. DO NOT READ OPTIONS.**

	<b>POSITION</b>
1-Access to finance	<b>mla_finance_pos</b>
2-Access to land	<b>mla_land_pos</b>
3-Business licensing and permits	<b>mla_permit_pos</b>
4-Corruption	<b>mla_corruption_pos</b>
5-Courts	<b>mla_courts_pos</b>
6-Crime, theft and disorder	<b>mla_crime_pos</b>
7-Customs and trade regulations	<b>mla_trade_pos</b>
8-Electricity	<b>mla_electricity_pos</b>
9-Inadequately educated workforce	<b>mla_workforce_pos</b>
10-Labor regulations	<b>mla_labor_pos</b>
11-Political instability	<b>mla_instability_pos</b>
12-Practices of competitors in the informal sector	<b>mla_informal_pos</b>
13-Tax administration	<b>mla_taxadmin_pos</b>
14-Tax rates	<b>mla_taxrate_pos</b>
15-Transport	<b>mla_transport_pos</b>

Biggest obstacle	<b>mla</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>

**NOTE: ROTATION POSITIONS VARY AS THE LIST OF OPTIONS IS RANDOMIZED**

**INTERVIEWER READ OUT:**

I would like to ask you a few questions about this establishment's financial results. All these responses will be anonymized, and neither you nor the firm will be identified. Should I continue with you or with the financial department or accounting?

**IF YES, CONTINUE WITH SECTION N WITH CURRENT RESPONDENT**

**IF NO, CONCLUDE WITH THE RESPONDENT AND ENSURE THAT ALL SECTIONS (INCLUDING L AND N) ARE COMPLETE.**

**N. PERFORMANCE****READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**

Now, we would like to ask you a few questions about the financial results of this establishment. It is important that this information be as accurate as possible. All information you provide will be anonymized, and neither your name nor the name of your establishment will be used in any document based on this survey.

<b>N.2</b>	From this establishment's Income Statement for fiscal year <b>[Insert last complete fiscal year]</b> , please provide the following information: <b>SHOW CARD 43</b>
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**INTERVIEWER: READ OUT**

	<b>[Insert LCUs]</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Total annual cost of labor including wages, salaries, bonuses, social security payments	<b>n2a</b>	<b>-9</b>
Of which total annual costs of social security payments and employment-based taxes, excluding employee taxes that were withheld	<b>n2a2</b>	<b>-9</b>
Total annual cost of raw materials and intermediate goods used in production	<b>n2e</b>	<b>-9</b>
Total annual cost of electricity	<b>n2b</b>	<b>-9</b>
Total annual cost of water	<b>n2k</b>	<b>-9</b>
Total annual cost of high-speed, fixed broadband internet	<b>n2l</b>	<b>-9</b>

<b>N.21</b>	Looking back to this establishment's Income Statement for fiscal year <b>[Insert last complete fiscal year minus one]</b> , please provide the following information: <b>SHOW CARD 44</b>
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	<b>[Insert LCUs]</b>	<b>DON'T KNOW (SPONTANEOUS)</b>	<b>DOES NOT APPLY</b>
Total annual cost of labor including wages, salaries, bonuses, social security payments	<b>n2a1</b>	<b>-9</b>	<b>-7</b>
Total cost of raw materials and intermediate goods used in production	<b>n2e1</b>	<b>-9</b>	<b>-7</b>

<b>N.7</b>	Hypothetically, if this establishment were to purchase all the machinery, vehicles, and equipment it <b>uses now</b> , in their current condition and regardless of whether the establishment owns them or not, how much would they cost?
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	<b>[Insert LCUs]</b>	<b>DON'T KNOW (SPONTANEOUS)</b>
Machinery, vehicles, and equipment	<b>n7a</b>	<b>-9</b>

**READ THE FOLLOWING TO THE RESPONDENT BEFORE PROCEEDING:**Continuing in reference to fiscal year **[Insert last complete fiscal year]**.

<b>N.11</b>	For fiscal year <b>[Insert last complete fiscal year]</b> as a share of total annual gross profits, what was the cost of <u>annual income-based taxes</u> ? Please exclude any tax credits or deductions.  (If taxes have not yet been paid, please include the expected tax payments.)
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	Percent	DON'T KNOW (SPONTANEOUS)	REFUSAL (SPONTANEOUS)
Effective rate of income-based taxes	<b>n11</b> %	<b>-9</b>	<b>-8</b>

<b>N.12</b>	For fiscal year <b>[Insert last complete fiscal year]</b> as a share of total sales, what was the cost of <u>all consumption taxes</u> ? Please exclude any amounts that were (or are expected to be) refunded or credited.  (If taxes have not yet been paid, please include the expected tax payments.)
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	Percent	DON'T KNOW (SPONTANEOUS)	REFUSAL (SPONTANEOUS)
Effective rate of consumption taxes	<b>n12</b> %	<b>-9</b>	<b>-8</b>

**INTERVIEWER: IF SECTION L OR N WILL BE COMPLETED WITH A DIFFERENT RESPONDENT, PLEASE ARRANGE FOR THOSE TO BE COMPLETED.**

**POST-INTERVIEW INFORMATION****INTERVIEWER READ AT THE END OF THE INTERVIEW:**

The survey ends here. I would like to gather a few final details. Thank you for your time and cooperation.

A.12 Interviewer code **a12**

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**A.15 Time face-to-face interview ends:**

Day (dd)	Month (mm)	Year (yyyy)	Hour (00 to 23)	Minutes (00 to 59)
<b>a15d</b>	<b>a15m</b>	<b>a15y</b>	<b>a15h</b>	<b>a15min</b>

**INTERVIEWER: THE SURVEY ENDS HERE.  
PLEASE FILL OUT THE REMAINING INFORMATION ON YOUR OWN**

**A.16** It is my perception that the responses to the questions regarding opinions and perceptions were:

Truthful	1
Somewhat truthful	2
Not truthful	3

**a16**

**A.17** The responses to the questions regarding figures (productivity and employment numbers) were:

Taken directly from establishment records	1
Estimates computed with some precision	2
Arbitrary and unreliable numbers	3
In some case taken from books and in some case estimates	4

**a17**

**INTERVIEWER COMMENTS:**

**a17x**

(Problems occurred/extraordinary circumstances which could influence results)

**A.18** This questionnaire was completed in:

One visit in face-to-face interview with one person	1
One visit in face-to-face interview with different managers/staff	2
Several visits	3

**STOP HERE**

**a18**

**A.19** If option 2 or 3 in **A.18**, estimate duration of the whole interview

<b>Hour</b>	<b>Minutes</b>

**a19h**

**a19m**

**SUPERVISOR SECTION**



QUESTIONNAIRE NUMBER **id**

0								
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**A.13** Supervisor code

**a13**

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**INFORMATION BASED ON LOCATION OF INTERVIEW (a3x). ENSURE A3X IS THE NAME OF AN OFFICIAL LOCALITY AND NOT A NEIGHBORHOOD**

Is this city the official capital city?	a3b	Is this city the main business city?	a3c	Size of locality	a3
Yes	1	Yes	1	City with population over 1 million	2
No	2	No	2	Over 250.000 to 1 million	3
				50.000 to 250.000	4
				Less than 50.000	5

**SUPERVISOR: THE DESCRIPTION OF THE ESTABLISHMENT'S MAIN PRODUCT AND ACTIVITY IS PROVIDED IN d1a1x. PLEASE REVIEW d1a1x IN ORDER TO IDENTIFY THE CORRESPONDING SECTOR CODE IN d1a2\_v4**

<b>D.1a2</b>	<b>PLEASE CHOOSE THE 4-DIGIT ISIC REV. 4.0 SECTOR CODE THAT BEST APPLIES TO THE ESTABLISHMENT'S MAIN ACTIVITY AND PRODUCT.</b>
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	<b>Code</b>
<b>CODE OF THE MAIN PRODUCT AND ACTIVITY</b>	<b>d1a2_v4</b>